

CLAIMS

Therefore, the following is claimed:

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1. An emergency services communication system, comprising:
- 5 a plurality of remote terminals for enabling emergency services operators to receive incoming calls and to dispatch emergency service personnel in response to the incoming calls;
- a wide area network interfaced with each of the plurality of remote terminals; and
- a central data manager configured to receive the incoming calls from a communication network and to route the incoming calls to the plurality of remote
- 10 terminals over the wide area network,
- wherein each of the incoming calls is associated with an ANI identifying a communication device from which the incoming call originated, and wherein each of the incoming calls is routed over the Wide Area Network to a particular one of the remote terminals by the central data manager based on the associated ANI of the incoming call.
- 15 2. An emergency services communication method, comprising the steps of:
- providing a plurality of remote terminals;
- providing a central data manager;
- receiving, at the central data manager, incoming calls from a communication network, each of the incoming calls associated with an ANI identifying a communication
- 20 device from which the incoming call originated;
- selecting one of the remote terminals based on the ANI associated with one of the incoming calls; and

1005647-012502

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routing the one incoming call from the central data manager to the selected remote terminal over a wide area network thereby enabling an emergency service operator at the selected remote terminal to dispatch emergency service personnel in response to the one incoming call.

5 3. A method for handling incoming emergency services calls having both voice and data signals associated with said calls, the method comprising the steps of:

presenting an incoming emergency call from a remote caller to a central data manager;

accessing data associated with the incoming call;

10 selecting a call center for the incoming call depending on the data associated with the incoming call; and

routing the incoming call from the central data manager to the selected call center thereby enabling an emergency service operator at the selected call center to dispatch emergency service personnel in response to the incoming call.

15 4. The method of claim 10 wherein the data associated with the incoming call is automatic number identification (ANI).

5. The method of claim 10 wherein the incoming call is routed to the selected call center over a wide area network.

6. The method of claim 10 wherein the data associated with the incoming call is transmitted along with voice signals over an IP network to the selected call center.

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